Exhibit 1 Vendor Questions Template
City of Memphis – Contact Center Software
RFP # SAIC CoM 2017 MC R206633 RFP Questions

	RFP Section	QUESTION	Response
1.	EXHIBIT 5 – SOW	Please provide the number of calls per day?	Approximately 1,400 calls a day are answered.
2.	EXHIBIT 5 – SOW	Please provide the Number of minutes per call?	Average of 2 minutes & 50 seconds per call answered.
3.	EXHIBIT 5 – SOW	Please provide the average talk time for inbound and outbound calls?	Approximately 2 minutes & 40 seconds.
4.	Section 6 "RFP Terms and Conditions" Item 18, page 18	Regarding "SAIC Schedule A Subcontract Specific Terms and Conditions (Firm-Fixed Price) (Rev. 04-2014 Memphis) (Custom 11/2015)" Will the City of Memphis provide us with this document as part of this RFP, or will they provide it to review as part of future contract negotiations?	The document is already provided and is represented as Exhibit 2.
5.	Exhibit 5, page 37	For a cloud solution, do you have a preference for a "single tenant" or "multi-tenant" solution?	No preference
6.		Does the city currently have a MPLS connection in place?	We do not use MPLS. The solution will need to be able to use SIP.
7.		Are you planning on maintaining the Nortel equipment for your PBX and do you have a SIP connection to the PSTN?	No, we are migrating to the MS SKYPE platform and will be using SIP trunks
8.		Would you have any plans to grow into omnichannel (chat, SMS, text etc) ?	Yes
9.		Can you attach a pricing document or convert the PDF to a Word?	No, we are unable to provide working copies.
10.		Would you be able to supply a word version of the RFP. The Word document would be a major asset in responding to the answers.	No, we are unable to provide working copies.
11.	Section 3.5	The RFP reads that there is not a diversity requirement for this RFP, but noticed quite a bit of language still included throughout the RFP. We just want to confirm there is no diversity and/or Equal Business Opportunity requirement for this RFP, is that the case?	Addendum #1 revised the MWBE goal to 25%
12.	Section 5.2	If there is not a diversity/Equal Business Opportunity requirement, is the 5% evaluation weight placed on this accurate?	Addendum #1 revised the MWBE goal to 25%
13.	Section 7	Is Exhibit 2 – Proposed Standard Contract due completed and signed with initial response or is this due upon contract execution?	SAIC will either accept the signed subcontract signature page or a direct statement affirming a proposal's commitment to honoring the terms as found in Exhibit 2.
14.		How is Telstrat currently being utilized and what is it providing the City of Memphis? For the Contact Center, is integration with Telstrat required or are you looking for Telstrat to be replaced?	The Telstrat device will be replaced by the call center software

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15.		Do you require self-service in the IVR? If so, what type of caller input will be needed?	Yes, selecting the options as indicated on the IVR
16.		Do the Contact Centers provide back up to each other (same set of skills/queues)?	No
17.		Do you have remote workers or need this option for emergency conditions where workers cannot get into the call center?	No
18.		Could City of Memphis provide call flow documentation?	Yes, to the winning respondent
19.		How many supervisors are there per location and shift?	At least 1 supervisor
20.		It is understood that City of Memphis is using Oracle CRM. What Oracle CRM are you using and do you have the integration requirements you can provide?	Integration with Oracle CRM to retrieve previous ticket or issue information depending on caller phone # or service request number.
	Exhibit 5	What's the infrastructure between the branch offices and the Nortel system? a) Is the connectivity between the offices via PRI, VoIP? b) Is the connectivity via a WAN owned and by managed by SAIC or are these carrier circuits providing connectivity? c) With the installation of Skype for Business, will this connectivity change in any way? d) Is it possible to get a drawing? e) Are the call centers connected to each	The Nortel system will be replaced by the MS SKYPE UC platform. VOIP Carrier and City owned fiber No No No
	Exhibit 5	In Regards to the Auto Attendant - TTS, is this referring to: a) Speech-To-Text? b) Or is this Text-To-Speech? a. If this is Text-To-Speech, please define flow of data and scenario in which this feature would be utilized.	We use IVR/auto attendant to front end all ACD apps. Many are multi-level menus. Text to speech, where we type the menu choices, and the system Reads them as voice choices such as "press 1 or say garbage pickup".
	Exhibit 5	On the last page (page 36) it states March 2017 as the roll out date; is this the accurate date of implementation?	March 2017 is a suggested roll out date only.
	Exhibit 5	Do you require dispatching any information/messages at the completion of any calls?	No
	Exhibit 5	Do you require any On Call schedules for maintenance people, etc.?	No
	Exhibit 5	What types of calls do the operators receive, and do all four locations handle the same types of calls?	Non-emergency service calls and no

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	Exhibit 5	In regards to converting "existing content", please define the type of data and how it is currently stored: a. What type of content? (Contact details, escalation instructions, procedures/protocols, etc?) b. How is this content current stored? i. Database – What type and version? Example: Microsoft SQL 2016 ii. Flat files, Excel, Web Content? iii. Is the data encrypted? iv. Where is it stored? (Premise/Hosted)	Call details, contact details, IVR trees Symposium software Hosted
	Exhibit 2, Section 4	In Exhibit 2, section 4, it states, "Payment shall be made in accordance with the Payment Schedule specified. Payment terms will be Net 45 Days; is there potential for upfront payment?	Advanced payments will not be accommodated, however, a Seller may propose milestone payments, along with their descriptions to constitute payment.